

“The Correlation between Secondary Traumatic Stress, Burnout, and Employee Satisfaction and Employee Engagement amongst Residential Facility Employees in Children’s Residential Facilities” (PI: Tiffani White-Symeonides, Doctoral Student, Grand Canyon University)

The following study was approved by the VDSS IRB in September 2019 and recently closed in 2022.

Abstract:

Residential facility employees (RFEs) working in direct care roles with children have the most daily communication and provide specialized care and supervision to clients. An investigation of secondary traumatic stress, burnout, employee satisfaction, and employee engagement of residential facility employees included compassion fatigue, vicarious trauma, and COVID-19. The Compassion Fatigue Framework (CF) (Figley, 1995) and Herzberg's Motivation Hygiene Theory (1959) framed the theoretical foundation of the study. A purposive sample (N=70) of residential facility employees aged 18- 65 working in children's residential facilities in five Southeastern states were administered the ProQOL5, Job Satisfaction Survey, and the Utrecht Work Engagement Scale. There was a total of 54 participants who completed the three surveys. Pearson moment correlation analyses revealed no significant correlations between secondary traumatic stress and employee satisfaction $r(54) = .037, p = .395$, and with burnout and employee satisfaction $r(54) = -.191, p = .083$. Small, negative correlations were found between secondary traumatic stress and employee engagement $r(54) = -.207, p = .077$, and burnout and employee engagement $r(49) = -.211, p = .073$. The COVID-19 pandemic resulted in a limited number of available and willing participants to complete the surveys. Therefore, the results of this study revealed no statistically significant relationships among the variables. Future research with a larger sample would allow further exploration of these relationships.

Keywords: Residential facility employees, children's residential facilities, COVID-19, secondary traumatic stress, employee satisfaction, employee engagement, and burnout.